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ABSTRACT

Britain's National Vocational Qualifications (NVQs) are work qualifications that measure what an employee or potential employee can do as well as how much he or she knows and understands about a particular job. Used as written proof of usable workplace skills that can be put to profitable use by an employer, NVQs range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills, providing a way to develop skills and build a career ladder that benefits both employer and employee. This packet contains NVQ competency lists for the following catering and hospitality occupations: (1) serving food and drink, levels 1-3 (bar, counter, restaurant, table and tray; take-away; supervisory management of counter, drinks, table, and food, drink, and wine service); (2) reception and housekeeping, levels 1-3 (general guest service, housekeeping, reception, portering, and supervisory management of housekeeping, reception, and portering); (3) supervisory management, level 3 (food and drink service--counter, drinks, table, wine service; food preparation and cooking, housekeeping, reception--functions, general, and portering); and (4) management, level 4 (food and drink service, food preparation and cooking, housekeeping, and reception--functions and general). (KC)

ED 389 840

Catering & Hospitality, Serving Food & Drink, Levels 1-3
2nd Edition.
Catering & Hospitality, Reception & Housekeeping,
Levels 1-3
Catering & Hospitality Supervisory Management, Level
3
Catering & Hospitality Management, Level 4. 2nd
Edition
National Vocational Qualifications

Business and Technology Education Council
London, England

U.S. DEPARTMENT OF EDUCATION
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BTEC

NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality, Serving Food and Drink

LEVELS

1-3

3

NVQs – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there's a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVQs, but there's no laid-down course of study: someone – anyone of any age, provided they're over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone's ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.

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The following units are common to and form part of the next six consecutive NVQs

Maintain a safe and secure working environment

Carry out procedures in the event of a fire

Carry out procedures on discovery of a suspicious item or package

Carry out procedures in the event of an accident

Maintain a safe environment for customers, staff and visitors

Maintain a secure environment for customers, staff and visitors

Maintain a professional and hygienic appearance

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Operate a payment point and process payments

Open, operate and close a payment point

Handle and record cash payments

Bar
NVQ Level 1

Includes the four common units listed on *page 6* of this booklet and:

Prepare and clear areas for drinks service in licensed premises

Prepare service areas

Prepare customer areas for drinks service

Clear-up after drinks service

Provide a drinks service for licensed premises

Prepare and serve alcoholic and non-alcoholic drinks

Maintain customer and service areas during drinks service

Clean and store glassware

Clean glassware

Store glassware

Bar
NVQ Level 2

Includes the four common units listed on *page 6* of this booklet and:

Handle and record non-cash payments and refunds

Handle and record cheque and credit/debit card payments

Handle and record refunds

Provide a table drink service

Receive, store and return drinks

Receive drink deliveries

Store drinks

Return unsaleable items and containers

Maintain kegs and drink dispense lines

Prepare kegs and gas cylinders for use

Clean drinks dispense lines

Maintain cellars

Provide a drinks service for licensed premises

Prepare and serve alcoholic and non-alcoholic drinks

Maintain customer and service areas during drink service

The following are recommended but are not essential for this NVQ

Prepare and serve cocktails

Store, prepare and maintain cask conditioned beers

Store and prepare cask conditioned beers ready for service

Maintain cask conditioned beers

Counter
NVQ Level 1

Includes the four common units listed on *page 6* of this booklet and:

Prepare and clear areas for counter service

Prepare counter for service

Prepare customer dining areas for customer service

Clear dining and service areas after food service

Provide a counter service

Serve customers at the counter

Maintain counter and service areas

Maintain customer dining areas

Provide a drinks service for non-licensed premises

Prepare and serve non-alcoholic drinks

Maintain service areas during service

The following are recommended but are not essential for this NVQ

Prepare and clear areas for vending service

Prepare dining areas for vending service

Clear dining areas for vending service

Provide a food vending service

Provide a trolley service

Prepare catering trolley for service

Serve products from the catering trolley

Restaurant
NVQ Level 2

Includes the four common units listed on *page 6* of this booklet and:

Handle and record non-cash payments and refunds

Handle and record cheque and credit/debit card payments

Handle and record refunds

Prepare and clear areas for table service

Prepare service equipment and areas for table service

Prepare customer dining areas for table service

Clear dining and service areas after food service

Provide a table service

Greet customers and take orders

Serve customers' orders

Maintain dining and service areas

Provide a table drink service

Provide a carvery or buffet service

Prepare and maintain a carvery or buffet display

Serve customers at the carvery or buffet

Maintain customer dining areas

Prepare and serve bottled wines

The following is recommended but is not essential for this NVQ

Provide a silver service

Silver serve food

Clear finished courses

Table/Tray
NVQ Level 1

Includes the four common units listed on *page 6* of this booklet and:

Prepare and clear areas for table or tray service

Prepare service areas and equipment for table or tray service

Prepare customer dining areas for table or tray service

Clear dining and service areas after service

Provide a table or tray service

Greet customers and take orders

Serve customers' orders

Maintain dining and service areas

Provide a drinks service for non-licensed premises

Prepare and serve non-alcoholic drinks

Maintain service areas during service

The following is recommended but is not essential for this NVQ

Assemble meals for distribution

Prepare conveyor belt ready for run

Assemble tray sets on the conveyor belt

Take-Away NVQ Level 1

Includes the four common units listed on *page 6* of this booklet and:

Handle and record non-cash payments and refunds

Handle and record cheque and credit/debit card payments

Handle and record refunds

Prepare and clear areas for take-away service

Prepare customer and service areas

Clear customer and service areas

Provide a take-away service

Take and serve customers' orders

Maintain take-away service areas during service

The following is recommended but is not essential for this NVQ

Prepare and cook battered fish and chipped potatoes

Prepare batter for frying

Prepare and cook battered fish

Prepare and cook chipped potatoes

The following units are common to and form part of the next four consecutive NVQs

Maintain customer satisfaction

Establish and maintain a rapport with individual customers

Respond to requests and enquiries and provide information on products and services

Deal with individual customer complaints

Control the receipt, storage and issue of resources

Monitor and control the receipt of goods

Control the storage of stock/goods

Control the issue of stock/goods

Implement the physical stock take within area of responsibility

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Supervisory Management – Counter NVQ Level 3

Includes the six common units listed on *pages 13/14* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the food counter service

Prepare the food service and customer areas

Maintain the counter service to the customer

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Supervisory Management – Drinks NVQ Level 3

Includes the six common units listed on *pages 13/14* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the drink service

Prepare the drink service area

Maintain the drink service to the customer

Supervise operations within licensing laws

Monitor customer behaviour to minimise disruption to the service

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Supervisory Management – Table NVQ Level 3

Includes the six common units listed on *pages 13/14* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the table service

Implement procedures for the preparation of the table service

Maintain the table service to the customer

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Supervisory Management – Food & Drink Service – Wine Service NVQ Level 3

Includes the six common units listed on *pages 13/14* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Prepare and serve wines

Prepare service areas, equipment and stock for service

Determine customer needs for wines

Present and serve wine

Contribute to the planning, updating and format of the wine list

Plan and update the wine list

Design a wine list format

Prepare and serve spirits and liqueurs

Determine customers' needs for spirit and liqueurs and associated products

Prepare service areas and serve spirits, liqueurs and associated products

Maintain wine cellar and dispense bar

Maintain wine cellar

Maintain dispense bar

The following are recommended but are not essential for this NVQ

Oversee and maintain customer service

Oversee and maintain the greeting of customers and taking orders

Oversee and maintain the service of customers' orders

Investigate and deal with customers' complaints

Prepare, cook and serve food in a food service area

Carve, fillet, joint and serve dishes at the table

Prepare and serve food using a gueridon

Cook and finish dishes in a restaurant

BTEC – builds better qualifications for work

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BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

The occupational standards for these NVQs are available from: Hotel and Catering Training Co, International House, High Street, Ealing, London W5 5DB; telephone 081-579 2400

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NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality, Reception & Housekeeping

LEVELS

1-3

21

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The following units are common to and form part of the next six consecutive NVQs

Maintain a safe and secure working environment

Carry out procedures in the event of a fire

Carry out procedures on discovery of a suspicious item or package

Carry out procedures in the event of an accident

Maintain a safe environment for customers, staff and visitors

Maintain a secure environment for customers, staff and visitors

Maintain a professional and hygienic appearance

General
NVQ Level 2

Includes the two common units listed on *page 4* of this booklet and:

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Operate a payment point and process payments

Open, operate and close payment point

Handle and record payments

Handle and record non-cash payments and refunds

Handle and record cheque and credit/debit card payments

Handle and record refunds

Deal with telephone calls and written communications

Deal with incoming telephone calls

Make telephone calls

Handle mail, messages and written communications

Deal with the arrival of customers

Deal with the arrival of customers without advance bookings

Prepare for and deal with the arrival of customers with advance bookings

Prepare customer accounts and deal with departures

Prepare and maintain customer accounts

Deal with the departure of customers

Prepare and clear areas for table service

Prepare service equipment and areas for table service

Prepare customer dining areas for table service

Clear dining and service areas after food service

Provide a table service

Greet customers and take orders

Serve customers' orders

Maintain dining and service areas

Guest Service
NVQ Level 1

Includes the two common units listed on *page 4* of this booklet and:

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Service toilet and bathroom areas

Clean toilet appliances

Clean bathroom appliances

Replenish customer supplies and accessories

Clean floors and floor coverings

Service furnished areas

Clean interior surfaces, furnishings, fixtures and fittings

Maintain the internal environment

Prepare beds and handle linen and bed coverings

Strip beds and handle linen and bed coverings

Collect and transport clean linen and bed coverings

Make beds for customer use

Prepare and clear areas for table or tray service

Prepare service areas and equipment for table or tray service

Prepare customer dining areas for table or tray service

Clear dining and service areas after service

Provide a table or tray service

Greet customers and take orders

Serve customers' orders

Maintain dining and service areas

Housekeeping
NVQ Level 1

Includes the two common units listed on *page 4* of this booklet and:

Service toilet and bathroom areas

Clean toilet appliances

Clean bathroom appliances

Replenish customer supplies and accessories

Clean floors and floor coverings

Service furnished areas

Clean interior surfaces, furnishings, fixtures and fittings

Maintain the internal environment

Prepare beds and handle linen and bed coverings

Strip beds and handle linen and bed coverings

Collect and transport clean linen and bed coverings

Make beds for customer use

Handle and store cleaning equipment and materials

Handle and dispose of waste

The following are recommended but are not essential for this NVQ

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Deep clean floors and soft floor coverings

Deep clean hard floors

Strip and polish hard floors

Deep clean soft floor coverings

Prepare, service and clear function rooms

Prepare function rooms

Service function rooms

Clear function rooms

Housekeeping
NVQ Level 2

Includes the two common units listed on *page 4* of this booklet and:

Provide a housekeeping service in own area of work

Organise and carry out housekeeping tasks

Maintain responsibility for own area of work

Minimise risk to self and others

Maintain effective working relationships

Maintain effective working relationships with other members of staff

Maintain effective working relationship with immediate line manager

Contribute to the development of self and others

Familiarise new staff with the work place

Support others in the performance of their work

Develop self within the job role

Maintain information systems to support service delivery

Supply and respond to information

Record and store information

Maintain housekeeping supplies

Receive and check housekeeping supplies

Store and issue housekeeping supplies

Maintain a clean linen supply

Receive and check clean linen

Store and issue clean linen

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

The following is recommended but is not essential for this NVQ

Clean and protect hard and semi-hard floor surfaces

Remove impacted soil and protective coatings from hard and semi-hard floor surfaces with the aid of machines

Provide a burnished finish to hard and semi-hard floor surfaces

Apply protective coatings to hard and semi-hard floor surfaces

Reception
NVQ Level 2

Includes the two common units listed on *page 4* of this booklet and:

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Operate a payment point and process payments

Open, operate and close payment point

Handle and record payments

Handle and record non-cash payments and refunds

Handle and record cheque and credit/debit card payments

Handle and record refunds

Deal with telephone calls and written communications

Deal with incoming telephone calls

Make telephone calls

Handle mail, messages and written communications

Provide customer information and book external services

Provide customer information

Book external services

Maintain a booking system

Deal with booking enquiries

Determine, record and confirm bookings

Monitor, maintain and update the booking system

Deal with the arrival of customers

Deal with the arrival of customers without advance bookings

Prepare for and deal with the arrival of customers with advance bookings

Prepare customer accounts and deal with departures

Prepare and maintain customer accounts

Deal with the departure of customers

The following is recommended but is not essential for this NVQ

Exchange foreign cash and travellers cheques

Exchange foreign cash

Exchange foreign travellers cheques

Reception and Portering NVQ Level 1

Includes the two common units listed on *page 4* of this booklet and:

Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

Operate a payment point and process payments

Open, operate and close a payment point

Handle and record payments

Deal with telephone calls and written communications

Deal with incoming telephone calls

Make telephone calls

Handle mail, messages and written communications

Provide customer information and book external services

Provide customer information

Book external services

Handle, store and transport customer and establishment property

Store customer property

Handle and transport customer and establishment property

The following units are common to and form part of the next four consecutive Supervisory Management NVQs

Maintain customer satisfaction

Establish and maintain a rapport with individual customers

Respond to requests and enquiries and provide information on products and services

Deal with individual customer complaints

Control the receipt, storage and issue of resources

Monitor and control the receipt of goods

Control the storage of stock/goods

Control the issue of stock/goods

Implement the physical stock take within area of responsibility

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Supervisory Management – Housekeeping NVQ Level 3

Includes the six common units listed on *pages 14/15* of this booklet and:

Maintain the housekeeping service

Maintain the housekeeping service

Maintain the linen service

Maintain equipment for rooms, public and working areas

Contribute to the identification of equipment and supply needs

Create, maintain and enhance productive working relationships

Enhance productive working relationships with

colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Supervisory Management – Reception – Functions NVQ Level 3

Includes the six common units listed on *pages 14/15* of this booklet and:

Implement sales development activities

Supervise the running of a function/event

Oversee the preparation and running of the function/event

Implement procedures for the closing of the function/event

Contribute to the identification of equipment and supply needs

Create, maintain and enhance productive working relationships

Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Supervisory Management – Reception – General NVQ Level 3

Includes the six common units listed on *pages 14/15* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the front office service

Maintain the front office service

Maintain reservations and booking procedures

Maintain systems for obtaining, processing and disseminating information

Produce statistical data and reports

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

Maintain practices and procedures for handling foreign cash/cash equivalents

Reception – Portering
NVQ Level 3

Includes the six common units listed on *pages 14/15* of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the portering/concierge service

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

Maintain practices and procedures for handling foreign cash/cash equivalents

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BTEC

NVQs

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NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality Supervisory Management

LEVEL 3

41

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The following units are common to and form part of all the NVQs in this booklet

Maintain customer satisfaction

Establish and maintain a rapport with individual customers

Respond to requests and enquiries and provide information on products and services

Deal with individual customer complaints

Control the receipt, storage and issue of resources

Monitor and control the receipt of goods

Control the storage of stock/goods

Control the issue of stock/goods

Implement the physical stock take within area of responsibility

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

Food and Drink Service – Counter NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the food counter service

Prepare the food service and customer areas

Maintain the counter service to the customer

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Food and Drink Service – Drinks NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the drink service

Prepare the drink service area

Maintain the drink service to the customer

Supervise operations within licensing laws

Monitor customer behaviour to minimise disruption to the service

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

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Food and Drink Service – Table NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the table service

Implement procedures for the preparation of the table service

Maintain the table service to the customer

Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Food and Drink Service – Wine Service NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Prepare and serve wines

Prepare service areas, equipment and stock for service

Determine customer needs for wines

Present and serve wine

Contribute to the planning, updating and format of the wine list

Plan and update the wine list

Design a wine list format

Prepare and serve spirits and liqueurs

Determine customers' needs for spirit and liqueurs and associated products

Prepare service areas and serve spirits, liqueurs and associated products

Maintain wine cellar and dispense bar

Maintain wine cellar

Maintain dispense bar

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The following are recommended but are not essential for this NVQ

Oversee and maintain customer service

Oversee and maintain the greeting of customers and taking orders

Oversee and maintain the service of customers' orders

Investigate and deal with customers' complaints

Prepare, cook and serve food in a food service area

Carve, fillet, joint and serve dishes at the table

Prepare and serve food using a gueridon

Cook and finish dishes in a restaurant

Food Preparation and Cooking NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Maintain food production operations

Maintain the production of food

Maintain portion control

Maintain food production quality control systems and procedures

Maintain kitchen equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme for kitchen areas and equipment

The following are recommended but are not essential for this NVQ

Maintain the vending machine service

Coordinate the food delivery service

Housekeeping
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Maintain the housekeeping service

Maintain the housekeeping service

Maintain the linen service

Maintain equipment for rooms, public and working areas

Contribute to the identification of equipment and supply needs

Create, maintain and enhance productive working relationships

Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Maintain the cleaning programme, furnishings and decorative order

Maintain the cleaning programme for own area of responsibility

Maintain furnishing and decorative order in service and customer areas

Reception – Functions
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Supervise the running of a function/event

Oversee the preparation and running of the function/event

Implement procedures for the closing of the function/event

Contribute to the identification of equipment and supply needs

Create, maintain and enhance productive working relationships

Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Reception – General
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the front office service

Maintain the front office service

Maintain reservations and booking procedures

Maintain systems for obtaining, processing and disseminating information

Produce statistical data and reports

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

Maintain practices and procedures for handling foreign cash/cash equivalents

Supervisory Management – Reception – Portering NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the portering/concierge service

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

Maintain practices and procedures for handling foreign cash/cash equivalents

BTEC – builds better qualifications for work

BTEC is the Business & Technology Education Council, an independent body which awards National Vocational Qualifications (NVQs).

BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

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BTEC

NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality Management

LEVEL 4

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NVQs – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there's a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVQs, but there's no laid-down course of study: someone – anyone of any age, provided they're over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone's ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.

NVQs
Catering and Hospitality Management
Level 4

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The following units are common to and form part of all the NVQs in this booklet

Develop customer satisfaction

Establish and maintain a rapport with thecustomer

Maintain systems for providing customer information

Establish and maintain systems and procedures to obtain customer feedback

Deal with customer complaints

Monitor customer complaints to identify trends and develop improvement plans

Maintain the supply of equipment and supplies

Identify and evaluate supply sources

Agree supply details and order goods

Record, monitor and operate cost controls

Operate a system to record and monitor materials expenditure

Operate a system to monitor and record business expenses

Contribute to the operation of a payroll system and labour cost controls

Control budgets

Provide information for the preparation of draft budgets

Monitor performance of a responsibility centre against budget and respond to variances

Contribute to the recruitment and selection of personnel

Define future personnel requirements

Contribute to the assessment and selection of candidates against team and organisation requirements

Create, maintain and enhance effective working relationships

Establish and maintain the trust and support of personnel

Establish and maintain the trust and support of one's immediate manager

Establish and maintain relationships with colleagues

Identify and minimise interpersonal conflict

Implement disciplinary and grievance procedures

Counsel staff

Plan, allocate and evaluate work carried out by teams, individuals and self

Set and update work objectives for teams and individuals

Plan activities and determine work methods to achieve objectives

Allocate work and evaluate teams, individuals and self against objectives

Provide feedback to teams and individuals on their performance

Develop teams, individuals and self to enhance performance

Develop and improve teams through planning and activities

Identify, review and improve development activities for individuals

Develop oneself within the job role

Establish and control the health, safety and security of other workers and members of the public

Establish and maintain security/safety procedures in own area of responsibility

Develop and maintain a healthy and safe working environment

Inspect and monitor the working environment against health and safety requirements

Appraise the environmental and area of responsibility requirements against health and safety policies

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Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Record and store information

Contribute to the implementation of change in services, products and systems

Contribute to the evaluation of proposed changes to services, products and systems

Implement and evaluate changes to services, products and systems

Food and Drink Service – Drinks NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage systems for handling cash/cash equivalents

Manage the drink service

Establish and implement procedures for the preparation of the drink service area

Manage the drink service to the customer

Manage establishment within licensing laws

Monitor customer behaviour and deal with recurring problems to minimise disruption to the service

Control service equipment

Make recommendations for improving the layout of the service and customer areas

Produce and maintain a cleaning programme and maintain furnishings and decorative order

Produce and update a cleaning programme for own area of responsibility

Maintain the cleaning programme for own area of responsibility

Evaluate, improve and maintain furnishings and decorative order in service and customer areas

Contribute to the planning of, and implement sales development activities

Contribute to the planning of sales development activities

Implement sales development activities

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The following are recommended but are not essential for this NVQ

Plan customer entertainments

Design a menu format

Food and Drink Service – Food NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage systems for handling cash/cash equivalents

Manage the food service

Establish and implement procedures for the preparation of the food service and customer areas

Maintain the food service to the customer

Control service equipment

Make recommendations for improving the layout of the service and customer areas

Produce and maintain a cleaning programme and maintain furnishings and decorative order

Produce and update a cleaning programme for own area of responsibility

Maintain the cleaning programme for own area of responsibility

Evaluate, improve and maintain furnishings and decorative order in service and customer areas

Contribute to the planning of, and implement sales development activities

Contribute to the planning of sales development activities

Implement sales development activities

The following is recommended but is not essential for this NVQ

Manage the vending machine service

Food Preparation and Cooking NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage food production operations

Manage the production of food

Control kitchen equipment

Make recommendations for improving the layout of the kitchen areas

Identify equipment and supply requirements

Identify and evaluate supply needs to meet demands

Identify and assess equipment needs to meet demands

Control and evaluate the stock take within area of responsibility

Reconcile physical stock against documented information and evaluate discrepancies

Produce and maintain a cleaning programme for the kitchen areas

Produce and update a cleaning programme for the kitchen areas

Maintain the cleaning programme for the kitchen areas and equipment

Plan food production operations

Establish and maintain portion control

Produce and update a food production plan

Establish and update food production quality control systems and procedures

Plan menu, introduce and develop recipes

Introduce and develop new recipes

Plan and update a menu

The following are recommended but are not essential for this NVQ

Manage the vending machine service

Plan menu, introduce and develop recipes for special dietary requirements

Introduce and develop new recipes for special dietary requirements

Plan and update a menu for special dietary requirements

Design a menu format

Housekeeping
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage the housekeeping service

Manage the housekeeping service

Manage the linen service

Control equipment for rooms, public and working areas

Make recommendations for improving the layout of rooms, public and working areas

Identify equipment and supply requirements

Identify and evaluate supply needs to meet demands

Identify and assess equipment needs to meet demands

Control and evaluate the stock take within area of responsibility

Reconcile physical stock against documented information and evaluate discrepancies

Produce and maintain a cleaning programme and maintain furnishings and decorative order

Produce and update a cleaning programme for own area of responsibility

Maintain the cleaning programme for own area of responsibility

Evaluate, improve and maintain furnishings and decorative order in service and customer areas

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Reception – Functions
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage the running of a function/event

Manage the preparation and running of the function/event

Manage the closing of the function/event

Identify equipment and supply requirements

Identify and evaluate supply needs to meet demands

Identify and assess equipment needs to meet demands

Contribute to the planning of, and implement sales development activities

Contribute to the planning of sales development activities

Implement sales development activities

Plan a function/event

Plan a function/event

Promote the function/event facilities

The following are recommended but are not essential for this NVQ

Plan customer entertainments

Design a menu format

Reception – General
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage systems for handling cash/cash equivalents

Manage the front office service

Manage the front office service

Maintain reservations and booking procedures and maximise revenue

Provide an information and advice service to the customer

Manage systems for obtaining, processing and disseminating information

Produce and utilise statistical data and reports

Exchange information with external agencies

Exchange information to solve problems and make decisions

Lead meetings and group discussions to solve problems and make decisions

Contribute to discussions to solve problems and make decisions

Advise and inform others

Contribute to the planning of, and implement sales development activities

Contribute to the planning of sales development activities

Implement sales development activities

The following are recommended but are not essential for this NVQ

Manage systems for handling foreign cash/cash equivalents

Manage the portering/concierge service

Manage the portering/concierge service

Provide an information and advice service to the customer

Exchange information with external agencies

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Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

The occupational standards for these NVQs are available from:
HCTC
International House
High Street
Ealing
London W5 5DB
Tel 0181 579 2400

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Further copies of this leaflet are available free from
SPS (BTEC Orders Dept), Airfield Industrial Estate, Warboys,
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